

Resources for Workers Affected by the Shutdown

Guidance for Federal Employees and Retirees



The Office of Personnel Management provides detailed information and guidance on and answers to frequently asked questions on issues ranging from pay, benefits, retirement and related issues. This guidance may be found at: www.opm.gov/policy-data-oversight/pay-leave/furlough-guidance.

Unemployment Insurance

Federal employees and contractors that have been furloughed because of the federal shutdown may file an unemployment claim. The location of your duty station determines where the claim is filed. Please note, if you receive retroactive pay you will be required to repay all UI benefits received when the retroactive pay is awarded. Eligibility determinations and final decisions are made by each unemployment insurance agency.

For more information on filing for unemployment claim:



Workers with
duty station in
Maryland

[Maryland Department of Labor, Licensing and Regulation](http://www.dllr.state.md.us/employment/uifedshutdownlead.shtml)

Page for furloughed Federal employees and contractors

www.dllr.state.md.us/employment/uifedshutdownlead.shtml - Phone: (410) 853-1700



Workers with
duty station in
the District of
Columbia

[District of Columbia Department of Employment Services](http://does.dc.gov/page/unemployment-compensation)

Information for Furloughed Employees and General Information -

does.dc.gov/page/unemployment-compensation - Phone: (202) 724-7000



Workers with
duty station in
Virginia

[Virginia Employment Commission](http://www.vec.virginia.gov/node/9998)

Page for Furloughed Federal Employees - www.vec.virginia.gov/node/9998

General Information - www.vec.virginia.gov/unemployed - Phone: (866) 832-2363

Help with Utility Bills



**Washington
Gas**

Offers flexible payment plans for federal employees affected by the shutdown.

Phone: 844-WASHGAS - www.washingtongas.com



pepco

Offers budget billing and payment options.

Phone: 202-833-7500

[www.pepco.com/MyAccount/CustomerSupport/Pages/MD/AssistancePrograms\(MD\).aspx](http://www.pepco.com/MyAccount/CustomerSupport/Pages/MD/AssistancePrograms(MD).aspx)



WSSC

Offers flexible payment options, such as extended due dates and payment plans.

Phone: (301) 206-4001 - www.wsscwater.com/assistance



Offers payment plans and due date extensions.

Phone: 1-800-685-0123

www.bge.com/MyAccount/CustomerSupport/Pages/AssistancePrograms.aspx



For help paying your energy bills, contact the
Maryland Department of Human Services Office of Home Energy Programs.
Phone: 1-800-332-6347 - dhr.maryland.gov/office-of-home-energy-programs

Tips on Managing Rent

OPM has tips on how to contact your landlord or mortgage company and has created sample letters you may use when attempting to work out a payment plan or other concession. You may find this document at

www.opm.gov/policy-data-oversight/pay-leave/furlough-guidance

The National Apartment Association has issued guidance to its building owners to work with affected employee tenants. Potential solutions include waiving late fees and short-term partial payments. Contact your landlord as soon as possible to establish an agreement. Be sure to get any agreement in writing.

Resources for Workers Affected by the Shutdown

Working With Your Bank, Credit Union or Mortgage Company

Many banks, credit unions and mortgage companies are offering services to assist customers and members facing financial difficulty due to the shutdown. These services can include reversing fees, offering low-interest loans and due date extensions. Please contact your financial institution for specifics.

The Federal Housing Administration has called on lenders to be sensitive to the financial hardships experienced by borrowers because of the shutdown. This includes offering forbearance agreements (agreeing to delay foreclosure), waiving late fees and other options.

Banks

This is a partial list of financial institutions offering services for its affected customers.

Chase Bank

Hotline for furloughed employees - 1-888-356-0023

Capital One

Assistance available via customer service - 1-877-383-4802

Bank of America

Client Assistance Program - (844) 219-0690

Wells Fargo

Government Shutdown Assistance - 1-800-TO-WELLS

www.wellsfargo.com/help/government-shutdown

Credit Unions

This is a partial list of credit unions offering services for its affected customers.

SECU

www.secumd.org/more/Government-Furlough.aspx or contact your local branch

Navy Federal Credit Union

Government Shutdown Assistance - 1-888-842-6328

<https://www.navyfederal.org/about/government-shutdown.php>

Tower Federal Credit Union

Contact the Member Service Center at 301-497-7000 or visit a branch

NASA Federal Credit Union

Call 1-888-NASA-FCU (627-2328) or visit Shutdown Assistance Page

www.nasafcu.com/government-shutdown/

FedChoice Federal Credit Union

Financial Advisory Center - 301.699.6151

<http://www.fedchoice.org/my-life/furlough-center>

Other Bills

The following partial list of companies are offering assistance.

Verizon Wireless

Call Verizon Financial Services at 1-866-266-1445 or use the MyVerizon App

ATT Wireless & DirectTV

Shutdown Information at about.att.com/newsroom/2019/payment_plans_shutdown.html

Sprint

Call customer care 888-211-4727

T-Mobile

Call 611 from a T-Mobile device or 1-877-746-0909 from any phone

Additional Assistance Options

There are many other resources to assist affected employees.

Dial "211"
(Statewide)

211 is a hotline for health and human services information. The service can connect you to housing, food, employment and other services

Prince George's County

Prince George's County has established a page with shutdown resources <https://www.princegeorgescountymd.gov/3053/Federal-Government-Shutdown-Assistance>
In addition, Prince George's County Public Schools has established a fund to pay for meals for students living in affected households. Visit www.pgcps.org for details

Anne Arundel County

The Anne Arundel County Community Action Agency connects residents to energy assistance, youth services, and other resources.

<https://aaccap.org> - Phone: 410.626.1900